

Lawn Service IQ

Crew App Instruction Manual

Everything a crew member needs — on their phone, in plain English.

Give this guide to every person who carries a phone
and works a route.

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The Crew App — Start Here

This app is your route list, your time clock, and your camera all in one. You never need to call the office to ask "where next?" — it's all in here.

1. Getting the App on Your Phone

On Android

Steps:

1. Your boss texts you a link (or shows you a QR code — scan it with your camera).
2. The link opens a page — tap **Install LSIQ Crew** to download the app.
3. Your phone may warn "this type of file can harm your device" or "install unknown apps" — that's normal for any app not from the Play Store. Tap **Allow / Install anyway**.
4. Tap **Open**. The LSIQ Crew icon is now on your phone like any other app.

On iPhone

Steps (iPhones don't allow downloaded apps — this is the official way):

1. Open the link your boss sent you — it MUST open in **Safari** (the compass icon). If it opens in Chrome, copy the link and paste it into Safari.
2. Tap the **Share** button — the square with an arrow pointing up, at the bottom of Safari.
3. Scroll down and tap **Add to Home Screen**.
4. Tap **Add** in the top corner.
5. The **LSIQ Crew** icon now sits on your home screen and opens full-screen like a real app.

Either way, it works the same — real icon, opens full screen, keeps you signed in, works offline.

2. Signing In

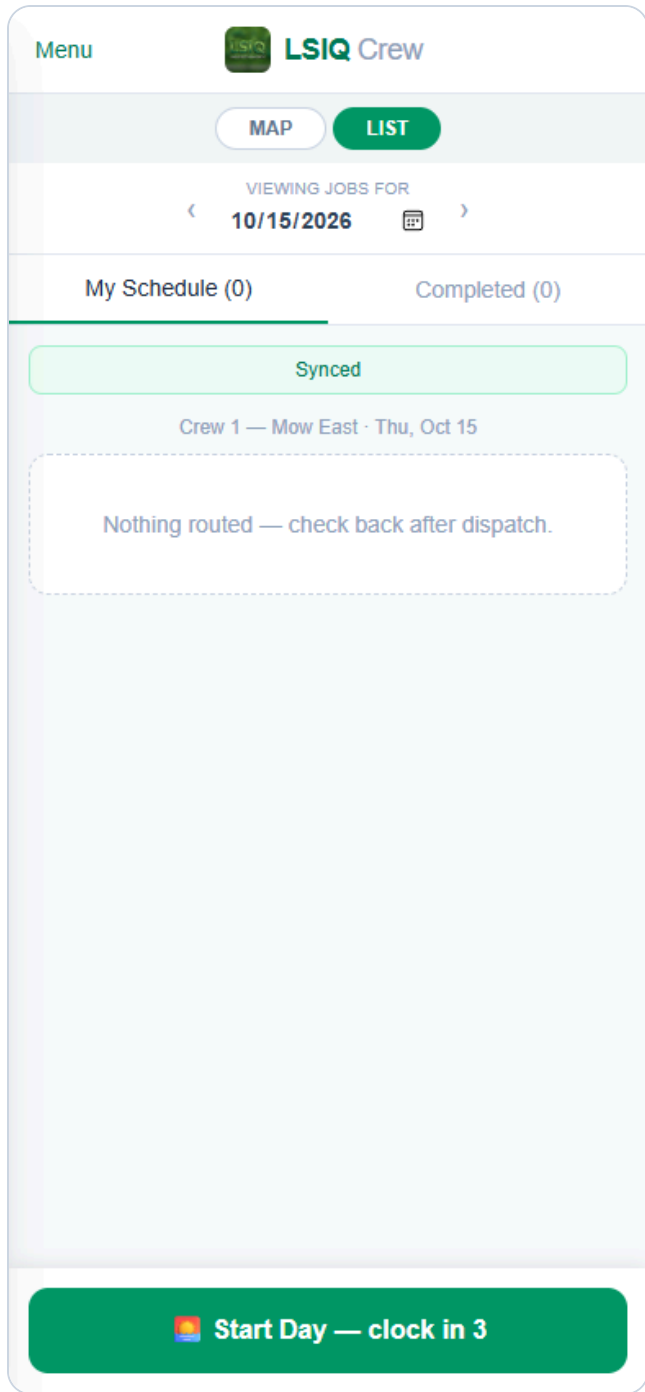
Steps:

1. Tap the **LSIQ Crew** icon.
2. Enter the email and password the office gave you.
3. Tap **Sign in**. That's it — you stay signed in until you sign out.

Don't have a login? Call your office — they create crew logins in the Employees page. You can't make your own.

3. The Main Screen — Your Day

When you open the app, this is what you see. Learn this screen — it's your whole workday.



Your day: the date, your crew name, today's job list, and the green Start Day button.

Every part of the screen:

- **Menu** (top-left) — opens the app's menu: hours, expenses, estimates, sign out.
- **MAP / LIST** — LIST shows your jobs as a checklist. MAP plots them so you can see where you're driving.
- **The date with < > arrows** — today's work. Arrows peek at tomorrow or yesterday.
- **My Schedule / Completed** — tabs between what's left and what's done.
- **"Synced"** bar — green means the office has your latest. Yellow/red means you're offline or it's still sending.
- **The big green bar at the bottom** — Start Day / clock in. More on that next.
- **"Nothing routed — check back after dispatch"** — if you see this, the office hasn't put jobs on your route yet. Check back or call them.

4. Starting Your Day (Clock In)

Steps:

1. When you get to the shop (or your first stop), tap the green **Start Day — clock in** bar.
2. If the office set up a morning checklist (truck inspection, equipment check), tick each item first — Start Day stays locked until the checklist is done.
3. That's it — you're on the clock. Your hours are now counting.

Clock in EVERY morning and clock out EVERY night. Your pay comes from this. If you forget to clock in, your hours are wrong — and fixing them takes a phone call and paperwork.

5. Working Jobs — Start, Finish, Photos

For each stop on your list:

1. Tap the job card — it opens the details: address, what to do, gate codes, warnings ("dog in yard," "don't bag clippings").
2. Tap the address or map pin — it opens directions in your maps app.
3. When you arrive, tap **Start** on the job — the timer starts (this is how job time gets counted).
4. Do the work. If there's a checklist on the job (mow, edge, blow, bag), tick items as you go.
5. Take the photos the job asks for — before/after shots. They upload as your proof of work.
6. Tap **Complete**. The job moves to your Completed tab and the office sees it instantly.

Photos protect YOU. Customer says "they never mowed"? The timestamped before/after photo settles it in 10 seconds.

Problem on a property? (locked gate, broken sprinkler, customer flags you down) — use the job's note/flag option to send it to the office instead of calling. It lands in their My Day board with the address attached.

6. My Hours & P4P Pay

Menu → My Hours. Your time card — today, this week, and what you've earned.

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My Hours

Mike Torres

TODAY

0h

P4P earned: \$0.00

THIS WEEK

0h

P4P earned: \$0.00

No time entries yet.

My Hours — clocked time today, this week, and P4P earnings.

What the numbers mean:

- **Today / This week** — hours you were clocked in.
- **P4P earned** — if your company pays by the job (pay-for-performance), this is what the day's stops earned you. Budgeted hours × your rate — beat the clock and you earn more per hour.
- **Time entries** — the list of every clock-in/out below.

Hours look wrong? Don't argue with the screen — tell the office which day and they fix the entry. Arguing gets you nowhere; a specific "Tuesday, I worked until 5 not 3" gets fixed in a minute.

7. Expenses — Buying Stuff on the Job

Menu → Expenses. Bought fuel, trimmer line, or parts with your own money or the company card? Log it here so the job's real cost is recorded and you get reimbursed.

To log an expense:

1. **Menu → Expenses.**
2. Tap **Add expense.**
3. Amount, what it was for, and attach it to the job if it was for a specific property.
4. **Photograph the receipt** — always. No receipt photo, no reimbursement.
5. Save — it goes to the office for approval.

8. Field Estimates (Crew Leaders)

Menu → Estimates — only if the office gave you quoting rights. A customer walks out and says "can you give me a price on mulch?" — you build the estimate right there, send it, and it goes to the office for approval. Signed jobs land on the waiting list to be scheduled.

Don't see Estimates in your menu? That's a crew-leader feature. Normal — the office controls who can quote.

9. No Signal? No Problem — Offline Mode

The app keeps working in dead zones — rural routes, basements, everywhere:

- Your route, job details, and notes are saved on the phone itself.
- Clock-ins, completed jobs, and photos you take offline get queued on the phone.
- When signal comes back, everything sends itself — watch the **Synced** bar turn green.

Don't sign out while you have unsent work. Signing out can drop queued items. If the Synced bar isn't green, wait for signal first.

10. A Normal Day, Step by Step

1. **Morning:** open the app → see your route → tap **Start Day** (do the truck checklist if there is one).
2. **At each stop:** tap the job → check notes/warnings → tap Start → work → photos → Complete.
3. **Something wrong:** flag the job with a note — don't call, the app logs it with the address.
4. **Customer asks for a price:** if you have Estimates, quote it on the spot; if not, flag it for the office.
5. **Bought something:** Expenses → add it → receipt photo.
6. **End of day:** tap **End Day / clock out**. Check My Hours to make sure the day counted.

11. The Rules That Matter

- **Clock in and out every single day.** No exceptions — this is your paycheck.
- **Photos aren't optional.** They're the proof that protects everyone.
- **Don't skip checklist items** — tick them as you actually do them, not all at once at the end.
- **Problems go through the app** — flagged with the job attached, not forgotten in a truck conversation.
- **Watch the Synced bar** — green means the office sees your work. Not green = get signal before you sign out.
- **Phone dies or breaks?** Your work is saved — sign in on any phone and pick up where you left off.

Something's broken or confusing? Tell your office — they have a "Report a problem" button that goes straight to the people who built this.